

Unit PPL2FBS8 (HL22 04) Prepare and Serve Dispensed and Instant Hot Drinks

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about how you prepare basic equipment such as dispensing machines, kettles, urns, and coffee and tea pots. It covers the preparation methods and how you serve hot drinks such as tea, coffee and hot chocolate. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence forall Performance Criteria (PC). The assessor **must** assess PCs 1–12 by directly observing the candidate’s work. |
| **Prepare work area and equipment for hot drink service**1 Ensure that the drink service area is clean, undamaged and ready for use according to your workplace standard.2 Ensure that the service equipment (including waste containers) is clean, undamaged, where it should be and switched on ready for use.3 Check that you have sufficient supply of service items clean, undamaged, ready for use and stored correctly.4 Prepare sufficient drink ingredients ready for service and store appropriately.5 Ensure the customer area looks appealing and welcoming to customers according to your workplace standard.**Prepare and serve hot drinks**6 Acknowledge your customers.7 Provide customers with assistance as necessary.8 Ensure your customers have the correct drinks menu to choose from.9 Provide your customers with information which enhances their experience, answering questions and promoting your company’s products and services.10 Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques.11 Identify your customers’ orders and process them promptly and efficiently.12 Keep the preparation/service area and equipment clean and tidy and free from rubbish and debris. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
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| **Scope/Range** |
| **What you must cover:** |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: |
| **two** from:a small vending machinesb urns or kettlesc coffee pots or tea pots d filters (pour and serve) | **three** from:e crockeryf cutleryg glasswareh traysi paper cupsj filter papers | **one** from:k dish washersl fridges/freezers | **two** from:m coffeen teao hot chocolate | **three** from:p coffee bags or pods or capsulesq instant coffeer pre-ground coffee beanss syrupst chocolate powderu loose teav tea bagsw fruit or herbal infusions | **two** from:x sugary milkz creamaa dusting powderbb marshmallows or chocolate flakes |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. |

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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** |
| **What you must cover** |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** | **p** | **q** | **r** | **s** | **t** | **u** | **v** | **w** | **x** | **y** | **z** | **aa** | **bb** |
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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). |
| **Prepare work area and equipment for hot drink service** |
| 1 | Safe and hygienic working practices when preparing the work area and equipment for the service of hot drinks. |  |
| 2 | Why drinks and accompaniments must be ready for immediate use. |  |
| 3 | Why it is important to check for damage in all work areas and equipment before service. |  |
| **Prepare and serve hot drinks** |
| 4 | Safe and hygienic working practices when preparing and serving hot drinks. |  |
| 5 | Why information given to customers must be accurate. |  |
| 6 | What the different techniques are for preparing different types of hot beverages. |  |
| 7 | Why and to whom all customer incidents should be reported. |  |
| 8 | Why and to whom all breakages should be reported. |  |
| 9 | Why customer and service areas should be kept clean, tidy and free from rubbish. |  |
| 10 | The types of unexpected situations which may occur when preparing and serving hot drinks. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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